

2025 Resource guide

When you have questions or need more information, here are some resources available to you.

Resource	Description	Contact
Retiree Service Center	For questions on benefits eligibility, plan designs, costs and billing	Call 1-888-972-3862 (TTY: 711) , Monday through Friday, 8 AM to 8 PM ET.
Aetna® retiree website	<ul style="list-style-type: none">• Find benefits information• Access current benefits statement• Check online billing statements	RetireeHealthAccess.net/CVS
Aetna member website	<ul style="list-style-type: none">• Check eligibility or claim status information• Get ID card replacement• Find copies of claim forms• Access tools that help you manage your health care	Aetna.com
Prescription drugs	For questions on payments or denials of pharmacy claims	Call the number on the back of your ID card.
Dental	For questions on payment of dental claims or finding a preferred provider	Call the number on the back of your ID card.
Pension	<ul style="list-style-type: none">• Find general pension information• Validate/change beneficiary• Manage payments• Update personal information	HR Service Center Call 1-888-972-3862 (TTY: 711) and select the pension menu option, Monday through Friday, 8 AM to 8 PM ET.
401(k)	<ul style="list-style-type: none">• Find general 401(k) information• Check account balance and investments• Process transactions• Validate/change beneficiary• Get 24/7 access to manage your account• Use financial planning tools and services	RetirementPlans.Vanguard.com Note: If you're not registered, you'll need plan number 092038 to register. Call 1-888-694-7287 (TTY: 711) and select the 401(k) menu option, Monday through Friday, 8 AM to 8 PM ET (excluding stock market holidays).

Resource	Description	Contact
Retiree term life insurance 	<ul style="list-style-type: none"> • Check benefits • Update beneficiaries or address 	<p>If you were born before October 15, 1938: Call The Hartford at 1-855-396-7655, Monday through Friday, 8 AM to 8 PM ET. Enroll.TheHartfordatWork.com/CVSBene</p> <p>If you were born on or after October 15, 1938: Call the Retiree Service Center at 1-888-972-3862 (TTY: 711), Monday through Friday, 8 AM to 8 PM ET. RetireeHealthAccess.net/CVS</p>
Retiree paid-up life insurance You may have a retiree paid-up life policy if you: <ul style="list-style-type: none"> • Retired before 1998 • Were born on or before September 26, 1941 • Elected paid-up life as an active employee • Have not cashed out the policy 	<ul style="list-style-type: none"> • Check policy • Update beneficiaries or address 	<p>Call The Hartford at 1-888-563-1124, Monday through Friday, 8 AM to 8 PM ET.</p>
Group universal life (GUL) policy – single premium life option (SPLO) If you had an accumulated fund when Aetna® terminated the GUL policy on 12/31/2007, you were given the option of using that fund to purchase a prepaid life amount, otherwise known as an SPLO.	<ul style="list-style-type: none"> • Check policy • Update beneficiaries or address • Surrender the cash value 	<p>Call The Hartford at 1-888-563-1124, Monday through Friday, 8 AM to 8 PM ET.</p>